DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

| the speci | fication of which (checl | c one) | | | |
|--------------------|---|---|--|-------------------|-----------------------|
| X | is attached hereto. | | | | |
| | was filed on as Application Serial I and was amended on | | (if applicable) | | |
| I hereby including | state that I have review g the claims, as amende | ed and understand th d by any amendment | e contents of the above ide referred to above. | entified specific | ation, |
| | vledge the duty to disclodance with Title 37, Coo | | n is material to the patentations, §1.56. | bility of this ap | plication |
| applicati | ion(s) for patent or inver | ntor's certificate liste | 5, United States Code, §13 d below and have also idea a filing date before that on | ntified below ar | ny foreign |
| Prior Fo | reign Application(s): | | | Priority | Claimed |
| | | | | Yes | No |
| (1) | Number) | (Country) | (Day/Month/Year) | | |
| I hereby | claim the benefit under clow and, insofar as the | Title 35, United Sta subject matter of eac | tes Code, §120 of any Unit h of the claims of this app | ited States appli | cation(s) isclosed in |

the prior United States application in the manner provided by the first paragraph of Title 35, United

| States Code, §112, I acknowledge the duty to disclose information material to the patentability of this |
|--|
| application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing |
| date of the prior application and the national or PCT international filing date of this application: |

| (Application Serial #) | (Filing Date) | (Status) |
|--|---|--|
| made on information and belief at the knowledge that willful false st or both, under Section 1001 of Tit | re believed to be true; and further that the true; and further the tatements and the like so made are | lge are true and that all statements hat these statements were made with punishable by fine or imprisonment, at that such willful false statements nereon. |

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

| FULL NAME OF SOLE OR FIRST INVENTOR | Michael Wayne Brown | |
|--|---------------------|--|
| INVENTORS SIGNATURE: | DATE: | |
| RESIDENCE: 529 River Down Road Georgetown, TX 78628 | | |

CITIZENSHIP: USA

| FULL NAME OF SECOND INVENTOR: David R. Cheng |
|--|
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803 |
| CITIZENSHIP: USA |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung |
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 921 E. Ann Ann Arbor, MI 48104 |
| CITIZENSHIP: UK |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF FOURTH INVENTOR: Folu Okunseinde |
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755 |
| CITIZENSHIP: USA |
| POST OFFICE ADDRESS: Same As Above |

| FULL NAME OF FIFTH INVENTOR: Michael A. Paolini | |
|--|----------------------|
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 6407 Wallace Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss INVENTORS SIGNATURE: RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139 | DATE: NOVEMBER 9,200 |
| CITIZENSHIP: | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters | DATE. |
| INVENTORS SIGNATURE: | _ DATE: |
| RESIDENCE: 8000 High Hollow Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |
| | |

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

| 1 | ` | , | | | | | | |
|-----------------------------|--|----------------------|----------|-------------|--------------|-------------|----------|----------|
| X is attac | ched hereto. | | | | | | | |
| was fil as App and wa | ed on olication Serial No as amended on | • | | applicable) | | | | |
| | at I have reviewed iims, as amended b | | | | | tified spe | ecifica | tion, |
| • | ne duty to disclose ith Title 37, Code | | | | he patentab | ility of th | is app | lication |
| application(s) for | oreign priority ben or patent or invento eatent or inventor's ed: | or's certificate lis | sted bel | ow and hav | e also ident | ified belo | ow any | foreign |
| Prior Foreign A | oplication(s): | | | | | Pri | ority (| Claimed |
| | | | | | | Yes | <u>s</u> | No |
| (Number) | | (Country) | | (Day/Mor | nth/Year) | | | |
| I haraby alaim t | he henefit under T | itle 35 United S | States (| ode 8120 | of any Unite | ed States | applic | ation(s) |

I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| (Application Serial #) | (Filing Date) | (Status) |
|------------------------|---------------|----------|

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

| FULL NAME OF SOLE OR FIRST INVENTOR: | Michael Wayne Brown | |
|--------------------------------------|---------------------|--|
| INVENTORS SIGNATURE: | DATE: _ | |
| RESIDENCE: 529 River Down Road | | |

CITIZENSHIP: USA

POST OFFICE ADDRESS: Same As Above

Georgetown, TX 78628

| FULL NAME OF SECOND INVENTOR: David R. Cheng |
|--|
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803 |
| CITIZENSHIP: USA |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung |
| INVENTORS SIGNATURE: DATE: U/OI/O/ |
| RESIDENCE: 921 E. Ann Ann Arbor, MI 48104 |
| CITIZENSHIP: UK |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF FOURTH INVENTOR: Folu Okunseinde |
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755 |
| CITIZENSHIP: USA |

| FULL NAME OF FIFTH INVENTOR: Michael A. Paolini | |
|---|---------|
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 6407 Wallace Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss | |
| INVENTORS SIGNATURE: | _ DATE: |
| RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139 | |
| CITIZENSHIP: | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters | |
| INVENTORS SIGNATURE: | _ DATE: |
| RESIDENCE: 8000 High Hollow Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

| applicat priority | is claimed: oreign Application(s): | Priority Claimed Yes No (Day/Month/Year) |
|----------------------|--|---|
| applicat priority | is claimed: | |
| applicat | | |
| I hereby | tion(s) for patent or inventor's of | deral Regulations, §1.56. under Title 35, United States Code, §119 of any foreign ertificate listed below and have also identified below any foreign ficate having a filing date before that of the application on which |
| | • | mation which is material to the patentability of this application |
| | | understand the contents of the above identified specification, y amendment referred to above. |
| | as Application Serial Noand was amended on | |
| | was filed on | |
| | | |
| X | is attached hereto. | |

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| (Application Serial #) | (Filing Date) | (Status) |
|------------------------|---------------|----------|

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

| FULL NAME OF SOLE OR FIRST INVENTOR: | Michael Wayne Brown |
|--------------------------------------|---------------------|
| INVENTORS SIGNATURE: | DATE: |

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

| FULL NAME OF SECOND INVENTOR: David R. Cheng |
|--|
| INVENTORS SIGNATURE: RLL DATE: 11/3/01 |
| RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803 |
| CITIZENSHIP: USA |
| POST OFFICE ADDRESS: Same As Above |
| |
| FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie Leung |
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 921 E. Ann Ann Arbor, MI 48104 |
| CITIZENSHIP: UK |
| POST OFFICE ADDRESS: Same As Above |
| |
| FULL NAME OF FOURTH INVENTOR: Folu Okunseinde |
| INVENTORS SIGNATURE: 11/3/01 |
| RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755 |
| CITIZENSHIP: USA |

| FULL NAME OF FIFTH INVENTOR: Michael A. Paolini | |
|---|-------|
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 6407 Wallace Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss | |
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139 | |
| CITIZENSHIP: | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters | |
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 8000 High Hollow Cove Austin, TX 78750 | |
| CITIZENSHIP: USA | |

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

the specification of which (check one)

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

| X | is attached hereto. | | | | | |
|----------|-------------------------|---|-----------|-----------------------|------------------|-------------|
| | | ial No <u>.</u> on | | oplicable) | | |
| • | | iewed and understand nded by any amendme | | | entified specifi | cation, |
| | • | sclose information wh Code of Federal Regu | | - | bility of this a | pplication |
| applicat | ion(s) for patent or in | ty benefits under Title nventor's certificate lis entor's certificate havin | sted belo | ow and have also iden | ntified below a | my foreign |
| Prior Fo | reign Application(s) | : | | | Priorit | y Claimed |
| | | | | | Yes | No |
| (1) | Number) | (Country) | | (Day/Month/Year) | | |
| I hereby | claim the benefit un | nder Title 35, United S | States Co | ode, §120 of any Uni | ted States app | lication(s) |

listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United

States Code, §112, I acknowledge the duty to disclose information material to the patentability of this application as defined in Title 37, Code of Federal Regulations, §1.56 which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| (Application Serial #) | (Filing Date) | (Status) |
|------------------------|---------------|----------|

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefeve, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg. No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; Marilyn S. Dawkins, Reg. No. 31,140; Cynthia S. Byrd, Reg. No. 39,365; Mark E. McBurney, Reg. No. 33,114 and Jerry B. Kraft, Reg. No. 19,226.

Send correspondence to: Cynthia S. Byrd, International Business Machines Corporation, Intellectual Property Law Department, 11400 Burnet Road, Austin, Texas 78758 and direct all telephone calls to Cynthia S. Byrd, (512) 823-5884.

FULL NAME OF SOLE OR FIRST INVENTOR: Michael Wayne Brown

INVENTORS SIGNATURE Middling Brown DATE: 11/2/2001

RESIDENCE: 529 River Down Road

Georgetown, TX 78628

CITIZENSHIP: USA

| FULL NAME OF SECOND INVENTOR: David R. Cheng | |
|--|---------|
| INVENTORS SIGNATURE: | _ DATE: |
| RESIDENCE: 702 Hertford Rd. Wilmington, DE 19803 | |
| CITIZENSHIP: USA | |
| POST OFFICE ADDRESS: Same As Above | |
| | |
| FULL NAME OF THIRD INVENTOR: Wing-Ying Stephanie | Leung |
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 921 E. Ann Ann Arbor, MI 48104 | |
| CITIZENSHIP: UK | |
| POST OFFICE ADDRESS: Same As Above | |
| FULL NAME OF FOURTH INVENTOR: Folu Okunseinde | |
| INVENTORS SIGNATURE: | DATE: |
| RESIDENCE: 393 Lake Avenue Oakhurst, NJ 07755 | |
| CITIZENSHIP: USA | |
| POST OFFICE ADDRESS: Same As Above | |

POST OFFICE ADDRESS:

Docket Number: AUS920010946US1

| FULL NAME OF FIFTH INVENTOR: Michael A. Paolini |
|---|
| INVENTORS SIGNATURE: Minul a John DATE: 11-2-2001 |
| RESIDENCE: 6407 Wallace Cove Austin, TX 78750 |
| CITIZENSHIP: USA |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF SIXTH INVENTOR: Seema Sheth-Voss |
| INVENTORS SIGNATURE: DATE: |
| RESIDENCE: 345 Franklin Street, Apt. 206 Cambridge, MA 02139 |
| CITIZENSHIP: |
| POST OFFICE ADDRESS: Same As Above |
| FULL NAME OF SEVENTH INVENTOR: Scott Lee Winters |
| INVENTORS SIGNATURE: DATE: 1-2-01 |
| RESIDENCE: 8000 High Hollow Cove Austin, TX 78750 |
| CITIZENSHIP: USA |

Same As Above